

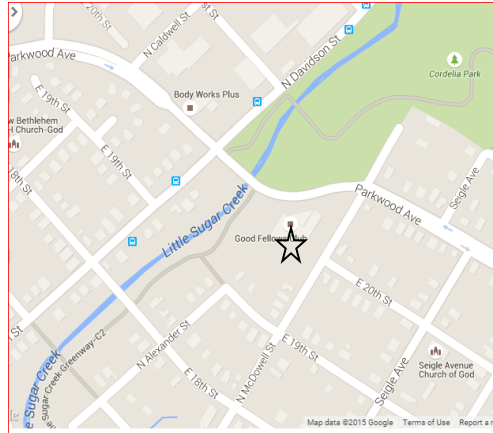
Mediation Affords Benefits to the Disputants and the Community

Benefits to the Disputants

- Provide disputants with an opportunity to make their own decisions.
- Can be an avenue for payment of restitution for damages or losses.
- Is an alternative to court, conviction, or other court actions.
- Offers disputants an opportunity to talk openly and have questions answered.
- Saves court costs and lost time

Benefits to the Community

- Empowers the community to solve some of its own problems.
- Offers hope for a more peaceful community by introducing conflict resolution as a means to resolve disputes.
- Reduces taxpayers' costs by removing offenders from the criminal justice system and cases from court dockets.



Free parking is available.

Community Relations Committee

Belmont Regional Center
700 Parkwood Avenue
Charlotte, NC 28205-2655

Other Programs:

Americans with Disabilities Act

Landlord/Tenant Mediation

Truancy/Peer Mediation

Fair Housing

Worthless Checks Conciliation



Dispute Settlement Program

*A community mediation program
serving the residents of
Charlotte-Mecklenburg.*

What is the Dispute Settlement Program?

The Dispute Settlement Program is a function of the Charlotte-Mecklenburg Community Relations Committee, which is a division of the Office of the City Manager. The Dispute Settlement Program provides mediation services to the residents of Charlotte-Mecklenburg in cases that involve:

- Misdemeanor criminal complaints (including those which involve juvenile offenders), i.e. damage to property, larceny, assaults, and communicating threats, etc.
- Neighborhood conflicts
- Consumer complaints
- Conflicts between co-workers
- Employer/employee disputes
- Miscellaneous conflicts

Cases that the Dispute Settlement Program **does not** handle include:

- Domestic Violence cases
- Felonies
- Divorce or child custody
- Assaults against a government official or law enforcement officer.

Definition of Mediation

Mediation is an informal process of dispute resolution where a neutral third party (the mediator) assists two or more parties in reaching a mutually acceptable resolution to their dispute. In mediation, the decision-making authority rests with the parties themselves. The mediator is not a judge, lawyer, or counselor. The mediator assists the parties in defining and clarifying issues, reducing obstacles to communication, exploring possible solutions and reaching a mutually satisfactory agreement.

Cost of Services

The Dispute Settlement Program offers mediation as a **FREE** service to the residents of Charlotte and Mecklenburg county.

How to Receive Mediation Services

It is acceptable for any party involved in a dispute to contact the Dispute Settlement Program as a “self-referral” before any kind of formal complaint is filed. In addition, cases are referred from the following agencies:

- Charlotte-Mecklenburg Police Department
- Criminal Magistrate’s Office
- Consumer Protection-NC Attorney General
- Animal Control
- Office of Juvenile Justice
- Self-Referral

Contact us

The Dispute Settlement Program office is open between 8 a.m.- 5 p.m., Monday through Friday. Please call 704-336-2903.